

EVA2 SOTA Fault and Breakdown diagnostic process

Customer Voice:

- Customer may report an active SOTA campaign which fails to complete download or install

Technical Description:

- It has been identified that the Workflow in TOPIx for EVA2 SOTA download which prompts the "Persistent SOTA Failures Test" is incorrectly requesting the TCU-Clear SOTA Persistency routine which should only be run if requested by LTS/Engineering.
- The result is TCU-Clear SOTA Persistency is run which clears all active SOTA Campaigns against the VIN in TOPIx removing the ability to accurately diagnose or complete the campaign on retailer end. This issue has been raised with TOPIx Cloud team.

Range Rover

- 23-24MY Range Rover
- 23-24MY Range Rover Sport
- 21-24MY Evoque
- 21-24MY Velar
- 20-24MY Defender

Discovery

- 21-24MY Discovery
 - 21-24MY Discovery Sport
- ### Jaguar
- 21-24MY I-PACE
 - 21-24MY F-PACE
 - 21-24MY XF
 - 21-24MY E-PACE

Symptoms

Electrical > Information and Entertainment Systems > Telematics > SOTA Concern > SOTA update failure

Persistent SOTA Failures - Test
G2920202 - v15.0

Finished

Fault Found

PERSISTENT SOTA FAILURES - TEST

Time spent on this screen: 18.076s

FAULT FOUND

Fault Found

Run the 'Clear SOTA Persistency' application

Continue

TCU - Clear SOTA Persistency

JLR specific repair. Do not use without technical assistance. LTS / Engineering Support Use Only

Run

EVA2 SOTA Fault and Breakdown diagnostic process continued.

Action

If a concern with SOTA download is found, the following diagnostic process is advised

- Check that all SOTA pre-requisites are satisfied (see right)
- Confirm basic connectivity in vehicle by the following functions (where equipped)
 - Weather Tile
 - Connected Apps (Spotify for example)
 - Real Time Traffic, Fuel Pricing or Satellite view in Navigation.

If pre-requisites are confirmed to be met, vehicle connectivity appears operational and SOTA continues to fail download/install then a TA Case should be raised for further diagnostic assistance.

SOTA Prerequisites

TCU must be activated

The vehicle must have a good network connection.

BEV and PHEV vehicles must not be charging the main battery (not 12v).

BEV and PHEV vehicles, main battery should be more than 25% charged.

The vehicle must be locked.

The windows must be fully raised and calibrated.

The 12v battery must have sufficient Ah to complete the campaign.

There must be no scheduled (timed) climate event.

Remote start must not be active.

The hazard warning lamps must not be on.

The alarm must not be triggered (active).

The brakes must not be too hot.

External temperature should not be below -10°C.

